(iv) TRAI also undertakes assessment of the Quality of Service of Basic and Cellular Mobile Services through independent agency. The results of this audit/survey are widely published for public/stakeholders information..

(v) The Authority has reviewed the Quality of Service regulations recently and notified on 20th March, 2009 (the Standards of Quality of Service of Basic Telephone service (Wire line) and Cellular Mobile Telephone Service Regulations, 2009) which will come into force *w.e.f.* 1.7.2009. In these regulations the benchmark for Call Drop Rate has been made more stringent which is $\leq$ 2% as against 3% earlier. There are pockets/localities where call drop could be a problem due to insufficient coverage, interference etc. To address this issue, TRAI has specified in these new regulations a parameter called (% of worst affected cells having more than 3% TCH drop) enabling the monitoring of the network at cell level by the service providers.

(vi) TRAI has written to Chief Executive Officers of all the cellular mobile service providers to address call drop and to take necessary steps to reduce the incidences of call drop in the network and improve the Quality of Service.

(d) Presently the charging is done by mobile telecom operators on per minute basis and technically it becomes difficult to link the incomplete call (dropped calls) with the charging system. Therefore, for such instances of call drops it may not be possible to implement a refund mechanism.

Strike in MTNL

14. SHRI MOHAMMED ADEEB:
SHRI SABIR ALI:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that some employees of the MTNL, Delhi went on strike in the 3rd week of May, 2009;

(b) if so, whether Government would provide some compensation or rebate to the consumers/subscribers who did not get satisfactory service during that period;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Sir, a section of Executive Association resorted to non-cooperation with effect from 18.5.2009 and withdrew the agitation on 20.05.2009.

(b) and (c) Government does not provide any rebate or compensation to the consumers/subscribers of any Service Providers, who do not get satisfactory service during period of strike/agitation. However, rent rebate as admissible under Telecom Regulatory Authority of India's Regulation on Quality of service of Basis and Cellular Mobile Telephone Services, 2005 as amended from time to time, is given by Mahanagar Telephone Nigam Limited to its subscribers/consumers in eligible cases.

(d) Does not arise in view of (b) and (c) above.

Prices of 3G spectrum

15. SHRI SUBHASH PRASAD YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has any policy guidelines for fixing prices of 3G spectrum;

(b) if so, the details thereof;

(c) whether consensus thereon has been attempted and arrived;

(d) if so, the details thereof;

(e) whether any representation in regard to allocation of spectrum has been received by Government so far;

(f) if so, the details thereof; and

(g) measures to redress the grievances?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) to (g) Detailed guidelines for auctioning of 3G spectrum were issued on 1st August, 2008 and certain amendments on 11th September, 2008 enclosed as Statement-I and II. (*See* below) Several Issues including amount of spectrum to be auctioned, fixing of reserve price for 3G spectrum and its allocation are under the examination of Government.

Statement-I

Guidelines for Auction and Allotment of Spectrum for 3G Telecom Services

Government of India
Ministry of Communications and IT
Department of Telecommunications
WPC Wing

Dated 1 August, 2008

The Government of India hereby announces the following guidelines for auction and allotment of spectrum for 3G telecom services.

1. **Frequency Bands:**

- Spectrum in 2.1 GHz band shall be allocated for 3G telecom services through bidding/auction;

2. **Eligibility for Bidding for 3G Spectrum**

Any person:

(i) who holds a UAS licence or

(ii) who fulfils the eligibility criteria for obtaining a Unified Access Service Licence (UASL) as per Department of Telecommunications guidelines dated 14.12.2005 and has previous experience of running 3G telecom services can bid for 3G spectrum.